

13281 U.S. PTO

**Box: PATENT APPLICATION**

NIP-216-02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Accompanying Continuation Application under  
37 CFR 1.53(b) :

Prior Application:            APPLICANTS: T. HORIE, et al.  
                                     Serial No. 09/775,575  
                                     Filed: February 5, 2001

Group Art: 2837  
For: ANSWER SYSTEM FOR TECHNICAL SUPPORT, AND TECHNICAL  
SUPPORT METHOD

**REQUEST FOR CONTINUATION APPLICATION**  
**UNDER 37 C.F.R. 1.53 (b)**

**Box: Patent Application**  
Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This is a request for filing a continuation application under 37 C.F.R. 1.53(b) of pending prior application Serial No. 09/775,575 filed February 5, 2001, entitled ANSWER SYSTEM FOR TECHNICAL SUPPORT, AND TECHNICAL SUPPORT METHOD by all of the inventors named in the prior application.

1. Enclosed is a copy of the prior application, as originally filed.

2. The Filing Fee is calculated below:

CLAIMS AS FILED IN THE PRIOR APPLICATION  
LESS ANY CLAIMS CANCELED BY AMENDMENT BELOW  
PLUS ANY CLAIMS ADDED BY ACCOMPANYING PRELIMINARY AMENDMENT

Basic Fee						\$	770.00
Total Claims	6	-	20	=	0 x 18	= \$	0.00
Independent Claims	6	-	3	=	3 x 86	= \$	258.00
Total Filing Fee						\$	1,028.00

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3. A Credit Card Payment Form including the amount of \$1,028.00 is enclosed to cover the Filing Fee.

4. Cancel claims 1-21 before calculating the Filing Fee. A Preliminary Amendment is being filed herewith.

5. The Commissioner is hereby authorized to charge any additional fees which may be required, or to credit any overpayment, to Deposit Account No. 50-1417.

6. Amend the specification by inserting, before the first line:

--This is a continuation application of U.S. Serial No. 09/775,575, filed February 5, 2001--.

7. New formal drawings are enclosed, 16 (sixteen) sheets, Figs. 1-26.

8. The power of attorney is set forth in the Declaration in the prior application or an associate power of attorney is hereby granted to:

Jeffrey M. Ketchum, Registration No. 31,174  
Shrinath Malur, Registration No. 34,663  
John R. Mattingly, Registration No. 30,293  
Daniel J. Stanger, Registration No. 32,846  
Gene W. Stockman, Registration No. 21,021.

**There is no change in the correspondence address.**

Address all future correspondence to:

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1800 Diagonal Rd., Suite 370  
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(703) 684-1120.

9. The prior application is assigned to HITACHI, LTD.

10. Priority of Japanese patent application No. JP 2000-038031 filed February 9, 2000 is claimed under 35 U.S.C. § 119. The certified priority document has been filed in the parent application.

The undersigned hereby declares that no matter contained in the specification, including the claims, and drawings filed in the present continuation application would have been new matter in the prior application, as originally filed on February 5, 2001.



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Registration No. 21,021  
Attorney for Applicants

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Date: March 10, 2004